

Comparisons of Job Characteristics

Focus Occupation: First-Line Supervisors of Personal Service Workers (39-1021)

Associated Occupation: Transportation Attendants, Except Flight Attendants and Baggage Porters (39-6032)

Compare Knowledge

Compare Skills

Compare Abilities

Compare Detailed Work Activities

Compare Tools and Technologies

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 65

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Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Public Safety and Security	6.9	12.6	12.3	0 Current knowledge level may be sufficient
Customer and Personal Service	11.3	11.9	15.2	>> Current knowledge level is likely more than sufficient
Psychology	6.4	10.9	17.3	>> Current knowledge level is likely more than sufficient
Transportation	4.6	9.8	5.3	<< Extensive education and/or training may be required
Telecommunications	3.9	6.4	3.9	<< Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 85

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Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Service Orientation	7.9	12.4	10.7	< A higher skill level may be required
Monitoring	9.9	11.2	10.2	0 Current skill level may be sufficient
Social Perceptiveness	9.1	11.1	12.1	0 Current skill level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 90

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Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Time Sharing	6.6	8.5	8.8	0	Current ability level may be sufficient
Gross Body Coordination	3.9	6.6	3.4	<<	Extensive improvement in abilities may be required
Gross Body Equilibrium	3.2	5.7	2.6	<<	Extensive improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 62

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Work Activities	Exclusivity of Activity
Answer customer or public inquiries	41
Maintain production or work records	19
Resolve customer or public complaints	54
Use oral or written communication techniques	1

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: n/a

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Tools and Technologies	Exclusivity
Tools and technology data is unavailable for one or both occupations.	

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.